

David Humphrey

From: IA Vacations [iavacations@hotmail.com]
Sent: Thursday, October 01, 2009 4:02 PM
To: IAV; Krystal Miller
Cc: iavacations@hotmail.com
Subject: Advocate contract
Attachments: 2009-10-01-1337-02.jpg; 2009-10-01-1337-43.jpg; 2009-10-01-1338-26.jpg;
2009-10-01-1339-07.jpg; 2009-10-01-1339-53.jpg

Krystal,

Hre is one more for today Wagner. It is also coming in the mail with check and contract.
thanks
Chad

EXHIBIT

6

Client Information

Advocate:	
Date and Time of Call:	10-1-09 IAV EMAIL
Name1: First	Leah
Name1: Last	Wagner
Name2: First	Wayne
Name2: Last	Wagner
Street Address:	2899 Villa Court
City:	Bettendorf
State:	Iowa
Zip:	52722
Phone:	563-514-5556
Cel Phone:	563-676-2286
Email:	lwagner364@aol.com
Do you have a copy of your contract?	
Where did you purchase your timeshare?	Bonnet Creek
Date on Sales Contract:	
Timeshare Company Name:	Wyndham

Client Information

IAV	Notes
ctrl t (for date and time)	
member number 00010470416	upgraded TWICE
auto withdrawal generally first of month	

Customer Service Phone/Case Log:

Date	Items discussed	Next Action Item	Due Date	Date Completed
10/1/2009	welcome pack emailed.WAITING ON PAYMENT FROM IAV			
10/2/2009	spoke to Leah.she hasn't cked her emails.please ck spam junk			
10/3/2009	PROACTIVE.called leah to f/u with welcome pkg.she is great!!			
10/5/2009	Wanted to know if she needed to fax the resort contract to			
10/5/2009	trying to fax contract.having some issues.asked for			
10/6/2009	we did get Leah's resort contract and her Testi			
10/8/2009	emailing client LPOA and Aff			
10/13/2009	rec'd notarized docs; SA is only partial, need to resend			

David Humphrey

From: Taylor Monroe on behalf of IAV
Sent: Thursday, October 01, 2009 4:32 PM
To: 'lwagner364@aol.com'
Subject: The Owners Advocate
Attachments: Instructional Checklist.pdf; Follow These Steps.zip; FREE Templates.zip

Dear Leah and Wayne,

Congratulations on retaining The Owners' Advocate, (TOA, LLC), an affiliate of IA Vacations the only agency in the country specifically committed to providing assistance and resources to consumers battling fraud and misrepresentation in the timeshare industry. We have opened a Case File in your name (LEAH WAGNER) and you have now joined the ranks of hundreds of consumers who have successfully disputed and cancelled their timeshare contracts with our assistance.

We have put together an "Instructional Checklist" (attached) for you to follow. It contains step by step instructions as well as an explanation of the entire process. Start by opening the "Instructional Checklist" attachment and it will guide you through the 5 simple steps you need to take. Depending on the parameters of your case you may or may not have to complete each step. By reading the Instructional Checklist it will become very clear which steps pertain to you.

Your Case File is being handled by a team of trained professionals. Your contact from this point forward is our Customer Care Department. If you have any questions regarding your case, feel free to call or email. Customer Care will help navigate you through the process and provide support and updates as your case moves toward a resolution.

We look forward to serving you.

Kind Regards,

Customer Care
The Owner's Advocate
iav@toa.me
Phone: 888-535-0324
Fax: 866-998-9796
Please send documents to: documents@toa.me

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